

3/22/13 Update

To all CCRMC and HC clinicians, CSMs and Clinic coordinators:

Key messages:

1. Access to same day or next day appointments remains improved into week 3 of redesign
2. Average hold times continue to improve at central appointment unit, remain 2-3 minutes at all local HIM sites.
3. Streamlining of process to allow local HIM clerks to schedule same day or next day appointments (with PCP only) will allow more opportunity to enhance continuity
4. Data on regional differences in appointment availability available
5. HIM staff are keeping up with vulnerable patient pool message workflow
6. Multiple interventions to improve show rate bearing fruit based on very preliminary data

In Detail:

1/4. Most days the appointment unit continues to end their day at 6pm with same day or next day appointments still available (See attached "Time Same Day, etc.pdf"). A sample of four days this week tracking when each site ran out of same day/next day appointments showed the following information:

Monday: East County: 12:50pm; Central County: after 2pm; West County: after 2pm

Tuesday: Central County: 10:25AM; Central County: after 2pm; West County: after 2pm

Wednesday: East County: after 2pm; Central County: 6 pm; West County: 6pm

Thursday: 8:40AM; Central County: 11:15; West County: 10:10

The consistent trend has been access to same day/next day appointments best in West County, next best in Central County, and not as good in East County.

I do not have Friday data yet, although Fridays we tend to run out of appointments sooner due to fewer short notice clinics scheduled on Fridays. This data can help us plan clinic staffing to better match patient need.

2. Average hold times at the central appointment unit were improved to 7 minutes last week, compared to a baseline of 13 minutes. Local HIM phone lines for continuity appointments remain at 2-3 minutes at each site for both English and Spanish lines.

3. When we went live with HIM clerks receiving phone calls from patients requesting PCP appointments, we were unsure of how much volume they would get and be able to manage. We initially limited the HIM clerks to scheduling only future appointments with their PCP, and if there was an available appointment with their PCP today or tomorrow the patient had to be transferred back to the central appointment unit (a live transfer through a back line was used to prevent patients having to get back in the phone queue). We are now streamlining this process and HIM clerks starting today or Monday will be able to schedule same day or next day appointments as well as future appointments, as long as they are with their PCP. This should increase the opportunities for the patient to have their appointment with their PCP.

5. There were 544 messages sent to the vulnerable patient pools during the time period 2/15-3/20. As of yesterday, 469 of these messages were addressed by the HIM clerks (for example, by noting the patient already scheduled their return appointment on their own, contacting the patient who did not schedule an appointment on their own to help them schedule an appointment with their PCP, or leaving a voice mail message with the patient after multiple attempts to contact the patient). Another 70 messages were being actively worked on by the HIM staff. This is reassuring evidence that the HIM staff have been able to manage the workload of the vulnerable pool in addition to answering the phone when patients call for PCP appointments. This messages pools will continue to be monitored to ensure staff are able to respond to messages in the appropriate time frame.

6. Pre-registration calls for family medicine clinics were piloted at North Richmond and were spread to 4 providers at West County Health Center in January. Once this practice is

sustained at a high level among these providers it will be spread to the rest of the WCHC family medicine clinics. Spread to Concord Health Center is also planned in the next few weeks. Combining multiple interventions (pre-registration calls and redesigned scheduling rules in place since March 1) appear to be bearing fruit (see attached graph "WCHC Hin,Sha,Peh,Ord Missed Appt Data.pdf), with the show rates for these 4 providers since March 1st improved over baseline, although there are not enough data points yet to confirm a true change.

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